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Attention: Mr. Chad Campbell
Investigator II
Consumer Services Dept.

From: Beatrice Weaver (from Durham, N.C.)
1 843 841 1606

Subject: Status of Investigation and Related Matters

Ref: Progress Energy
File No: 2004-219 - E
Meter No. B 91771
My Memoranda dated January 14, and 20, 2005 and previous
correspondence on file relating to the subject matter.

Date: February 17, 2005

Mr. Campbell:

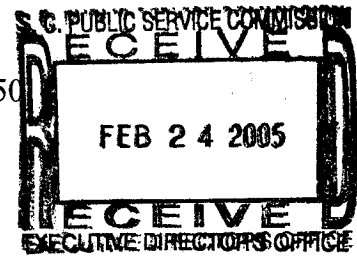
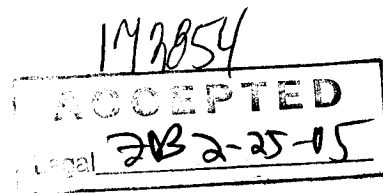
RE: Your **unsigned letter** dated February 11, 2004, mailed on
February 14 and received on February 16, 2005, together
with the illegible highlighted maps of the protected territories of
Progress Energy.

For the Record:

1. **Be advised that your subject letter is offensive to me.**

To summarize: You continue to evade the issue for some nine months of negligence and unprofessional conduct of your duties; finally, some three months ago on November 29, 2004 after six months of deliberate delays, you came with several witnesses to inspect the residential building and meters, under my prompting, which should have been done within the first couple of weeks after I filed my complaint; despite many requests you still refuse to issue me your report confirming the residential status of the building at 1249 Harllees Bridge Rd. Dillon; you continue to refuse to send me the ORS rules and regulations for the conduct of Investigations such as I requested back in May, 2004 when you were still at the PSC operating under its Commission rules, and you continue to obfuscate the issues to protect your own negligence in the conduct of this investigation, and Progress Energy in its violation of Commission, and ORS regulations.

2. Last but not least, after nine months you have the audacity to state to me that you are waiting for response from me to some letter that Progress Energy allegedly mailed to me, "asking you (me) to state exactly what the structure is used for." That question



should have been duly posed to me in writing by Pam Hardy, in May 2004 nine months ago, before she took upon herself to unilaterally, willfully with malice aforethought, and no prior written advice to me in violation of the regulations, to change the status of the residence to "small commercial". And thereafter, for nine months refusing to change the status back to residential which had been in effect for many years prior to the illegal change, despite my numerous protestations and complaints in writing, all duly filed with your Office.

It is clear to all that the purpose of Pam Hardy's illegal manipulation of my account with your full and complete support ("we deem it fair and reasonable"), was to obfuscate my complaints about estimates for which I originally filed my complaint with you in May 2004, and to keep Len Anthony's frivolous and nuisance Petition for disconnect my electricity pending before the Commission. If this were the case, you would be in collusion with the utility and in violation of the S.C. laws that prohibit such behavior on the part of a state employee.

What do you take me for? Do you have respect for me as a S.C. consumer who filed a legitimate complaint with a government agency mandated to protect consumers? I am outraged at your irresponsible behavior which in due course will be brought to the attention of the media and the S.C. Legislature. Your irresponsible, unprofessional behavior in handling my complaints, leads me to believe that you are either incompetent or acting on orders in the interest of third parties.

In fact it appears from your negligent actions that you may have deliberately assisted the interests of the utility to file against me frivolous and nuisance Petitions for electricity disconnect based on fabrications of "no access", while you in every way effectively assisted the utility in preventing me to install the Total Meter. That would in fact have removed any problems in reading the meter, and thus eliminate any and all of Len Anthony's lies and fabricated reasons for trying to disconnect because of alleged "no access".

This is really the nub of the matter.

In May 2004, I filed a complaint and request for investigation of Progress Energy's monthly billing "estimates". As a response Len Anthony evaded responsibility by filing a frivolous and nuisance petition for electric disconnect for alleged "no access" to the meters. In the meantime, you, for nine months, boycotted my efforts to install the total meter, and still do.

You Chad Campbell, are personally legally liable to me for all the mental suffering you have put me through as a result of your professional negligence, together with Pam Hardy and Len Anthony, for losses and damages, expenditure of time and effort. A case that a competent official could have resolved in some two weeks time, remains still unresolved some nine months later to the benefit of the utility and to great and continuing detriment and prejudice to me as a S.C. consumer.

AND NOW YOU HAVE THE NERVE AFTER SOME NINE MONTHS OF DELIBERATE WILLFUL OBSTRUCTION OF JUSTICE FOR ME, TO EVADE YOUR PROFESSIONAL RESPONSIBILITY AND NEGLECT TO PRODUCE A WRITTEN REPORT CONFIRMING THE RESIDENTIAL STATUS, BY ASKING ME WHAT IT IS. !!!

My answer to you Mr. Chad Campbell, Investigator II, is: What did you see when you looked at the kitchen sink? What did you see when you looked at the powder room?

What did you see when you looked at the living room furniture? And the laundry room? And the attic?.

Note: On November 29, 2004, you and the other witnesses admitted to Mr. Weaver in response to his direct questions on the subject, that in fact there were no access problems of any kind as alleged by Len Anthony. That is, no dogs, no grass problems, road access right up to the meters, unlocked gates, etc. as falsely alleged by Mr. Anthony. Thereafter, you persist in continuing to refuse to clear the issue and declare in writing confirming the residential status of the building, and confirm that there are no access problems. Therefore, it is reasonable to ask you: Why? What is your reason? Why do you do this?

3. As stated on several occasions in the past, you continue to deliberately evade these issues in protecting Progress Energy. **Any letter you refer to that it may have sent to me, is irrelevant to your professional obligation to produce a report and my receiving your confirming report on the residential status of the building and confirming that there is no access problems as you and your witnesses clearly and unequivocally admitted to Mr. Weaver.** Your duty to produce your confirmation report has nothing to do with any letter you refer to. The issues are unrelated. You are introducing a “red herring” to obfuscate and defend your continued professional negligence and clear bias in favor of the utility..

You know and have been told many times, and Progress Energy has known for many years “exactly what the structure is used for” as you state. You have both been told this, ad nauseum, since June 2004. What kind of ridiculous insulting statement is it that you are making?

Obviously, you are covering up your negligence to date in not doing your job professionally and on a timely basis as required by the Commission rules. You have had nine months. Yet, you still have not filed with me your confirmation of the residential status of the building at 1249 Harllees Bridge Road, Dillon, following your inspection on November 29, 2004.

Accordingly, once again you are advised that you and your Office continue to obstruct and delay my processing of Progress Energy’s frivolous and nuisance petitions pending before the PSC, of which you have been fully apprised.

4. **I reiterate for the record, unless and until I receive said report confirming the residential status of the said building, which you promised to mail me within six days of your November 29, 2004 inspection, or by December 6, 2004, the responsibility and accountability for any undue delay in processing and scheduling of Hearings of the two petitions, rests squarely on your shoulders and your Office.**

5. Furthermore, be advised that I am holding you personally, and your Office, ORS, negligently accountable for any extra costs and billings charged to me by Progress Energy dating since last June 2004, when the utility violated Commission rules and unilaterally changed the status of my account from residential to “small commercial” and has continued despite my protests to violate the rules by refusing to restore the status and original number of the account as demanded by me on many occasions to both you and the utility.

6. As discussed in my last memorandum to you dated January 20, and before that January 14, 2005, I duly requested your immediate response and report by Tuesday, January 18, 2005, concerning the subject matter and related events. You continue negligently to ignore those requests and all previous correspondence on the issue.

7. **Total Meter Installation on Meter B91771**: Your response on this issue has again ignored the facts. Once again, you are deliberately evading the issue and apparently protecting Progress Energy in its violations of Commission rules on this matter.

You know full well that Progress Energy violated the Commission rules in changing the status of the account in question last June. The act was simply nothing more than a vicious vindictive personal attack and harassment of me by Pam Hardy, instigated by Len Anthony.

Also as previously pointed out to you on numerous occasions, both you and Progress Energy have had a correct application on file for Total Meter installation on Meter No. B91771, the residential account, every month since June 2004 which I duly filed.

You and Pam Hardy are illegally pressuring me repeatedly and under threat of disconnect of service, to perjure myself in declaring that the building is “a small commercial” structure in order to get a Total Meter. As I wrote to you both previously I shall not perjure myself, and you are liable for illegal pressures on me and failure to conduct a proper investigation.

Moreover, the point is that the residential status of the building was established for many years without incident, and never needed any application in June in the first place. **Your admonition about the rate is superfluous.** You continue to ignore your responsibilities and accountability on that score also.

8. Once again for the continuing record, you and your Office have failed to conduct a proper investigation of this matter since I first filed with your Office, and for nine months thereafter, and have negligently failed to cure the violations that you and Progress Energy have perpetrated against me, jointly and severally.

9. **Nor have you sent me the official guidelines (manual) for the conduct of investigations by your Office. How many times do I have to ask for these? Must I resort to FOIA?**

10. Finally, for the record I am charging you, and you're Office with violation of Commission rules pertaining to timely and professional conduct of your duties, negligence, bias, and deliberate obstruction in the conduct of your investigation, and causing me emotional distress, damages and losses.

11. To conclude and again for the record, you are given formal notice that all of this has caused me grave emotional distress, damages and losses for which all parties shall be held accountable, including yourself personally as the Investigator on the case.

The evidence since last June 2004 clearly shows that you and your Office have failed in your mandated professional duty to conduct the investigation in a timely,

competent and professional manner befitting a supposedly impartial and objective government regulatory agency, as stipulated in the PSC regulations.

Several times I contacted you and each time you ignored my requests and did nothing. By your actions and inactions, you have clearly demonstrated your bias in favor of the utility. If the jury agrees that this is so, then the case may go further to other government and Federal Authorities, both civil and criminal as may be appropriate.

12. I request that you perform your professional duties on a timely basis as follows without any further delays, obfuscation, alibis, lies, fabrications, evasion, cover-up, lame excuses, shifting the responsibility, as has been your practice to date:

1. Issue the report to me confirming the residential status of the building, and confirming that no access problems were witnessed during your Inspection on November 29, 2004;
2. Order Progress Energy to restore the residential status of the account immediately, and refund all over-charges with interest;
3. Instruct the utility to install the Total Meter immediately under the original residential account number;
4. I request that my original account number be given back to me unchanged, as there was credit in it, and I have done nothing wrong; and
5. I also request a complete accounting for the original residential account from January 1, 2004 to date.

Thank you.

cc: Executive Director, P.S.C.
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